New LEA Staff Access Instructions

Below are instructions for setting up new LEA staff with access to Iowa TIER. Please note that this help document is only intended for LEA staff access only.

1. **Setup a staff user security role for Iowa TIER in the local Student Information System (SIS)**. Staff members who need access to Iowa TIER will need a user security role setup in the SIS that matches the level of access they will need in order to do their work in Iowa TIER. Staff set-up in the SIS is completed by the district and the data required includes:
   a. TIER role assignment at each location they need access to in Iowa TIER
   b. First and last name
   c. Current district email address
   d. Teacher folder number (if available)

   Suggested reference documents in Iowa TIER knowledge base/ELI web page:
   ● *Adding TIER Roles – Infinite Campus, JMC, PowerSchool*
   ● *Iowa TIER User Roles: Adding, Removing And Types Of Roles*

2. **Create or update staff A&A account in EdPortal.**
   All staff will need to create or update their own A&A account to access Iowa TIER. If a staff member was previously employed in another district, they may have an existing A&A account, which can be updated.

   Important notes:
   ● The email in the A&A account <u>must match the exact email address entered into the local SIS</u> in order for Iowa TIER access to be automatically granted.
   ● Iowa TIER cannot provide support for A&A accounts or the EdPortal. Please email ed.portal@iowa.gov for help.
   ● Staff should never request access to Iowa TIER directly in the EdPortal – those requests will always be denied. Staff who are setup correctly will gain automatic access to Iowa TIER.

   Staff member has an A&A account in the EdPortal –
   a. Staff must update their email address on the existing account using instructions on the EdPortal. Remember, the A&A email address must match the email entered into the district's SIS exactly!
   b. If the staff member had prior access to Iowa TIER, the internal coach or principal must submit a ticket to Iowa TIER support to remove the link between the staff A&A account and the previous district.
   c. Complete the rest of the steps in this document.

   Suggested reference documents in Iowa TIER knowledge base/ELI web page:

- *Changing Your Email Address In Your A&A (EdPortal) Account (Article ID# 210890063 in TIER Knowledge Base)*
- *Staff New To A District But Had Access To Iowa TIER Previously? 3 Steps To Transfer Teachers/Staff (Article ID# 211595123 in TIER Knowledge Base)*

Staff member does not have an A&A account in the EdPortal –
- Each staff member must create their own account and password, and is responsible for tracking their login information. Do not create the account for the new staff member.
- Instructions are located on the EdPortal's main page.

Suggested reference documents in Iowa TIER knowledge base/ELI web page:
- *Troubleshooting A&A and Portal Accounts*

3. **Iowa TIER automatically added to A&A account – No action is required by the staff member or district.**
Once staff have created an A&A account, the information will be automatically matched with data from the SIS and access to Iowa TIER will be granted. When access is granted, staff members will receive an email from the EdPortal and when logging into the EdPortal an Iowa TIER link will be available in the light blue bar at the top of the page.

Important: If the Iowa TIER link shown above is not automatically available on EdPortal, do not manually request a role through EdPortal. Check the completion of steps 1 and 2 for accuracy and submit a support ticket to Iowa TIER, if needed.

Suggested reference documents in Iowa TIER knowledge base/ELI web page:
- *Troubleshooting A&A and Portal Accounts*

4. **Email verification within Iowa TIER.**
When logging into Iowa TIER, users with new or updated accounts will be required to verify their email address. This process is completed by the staff member.
   a. Click on the Iowa TIER link in EdPortal, which then displays an email verification screen within Iowa TIER.
   b. On the email verification screen, enter the email that matches the email entered into the district's SIS.
   c. Click verify.
   d. They will then receive an email from *noreply@edspring.org* at that email address with a link to click on to complete the email verification process.

Important Notes:
- Please have district technical personnel make sure the emails from *noreply@edspring.org* are white-listed and not considered junk or spam.

- If staff's default web browser is something other than Chrome or FireFox, they will need to copy and paste the link into Chrome or FireFox in order to gain access to Iowa TIER.
- If the email verification process does not work after 2-3 attempts, please see troubleshooting documents in the TIER knowledge base then submit a ticket in Iowa TIER for further assistance.

Suggested reference documents in Iowa TIER knowledge base/ELI web page:
- *Iowa TIER Email Verification - Link Expired*
- *Email Verification - user not found*